

服务

Attitudes for Service

现场课程

It sounds simple, but successful organizations recognize that customer satisfaction stems from a series of interconnected causes and disciplines, and that customer loyalty drives profitability and growth. This complete experience is what can cause a customer to become a champion for an organization.

学习内容

At the completion of this module, participants will be able to:

- Assess Customer Service Attitudes to set goals for improvement
- Incorporate the Four Drivers of Customer Service to build customer relationships
- Apply Attitude Control Principles to manage their attitudes
- Use conversational language to keep the interaction low pressure

学习原因

Primary Competency Categories:

- Attitude - Maintains a friendly, positive, and enthusiastic outlook.
- External Awareness - Sees things from multiple points of view. Keeps up to date with issues that affect responsibility.
- Customer Experience - Leverages positive experiences to create customer loyalty and long-term relationships.

学习效果

This module begins with taking 100% responsibility for yourself and the attitude you convey. Each time you come into contact with a customer, your attitude is showing. The challenge is to maintain a friendly, low pressure and high service environment for your customers and keep yourself productive and service— oriented throughout your day.